

PATIENT TRAVEL AND CLAIMS

Patient Travel:

TRICARE Prime beneficiaries can get reimbursed if specialty care is not available locally within 28 days. To get reimbursed, the patient must come to RMC once the appointment is made and **BEFORE** traveling. A **MANDATORY** travel briefing is required **BEFORE** traveling. Travel is **PAID** to the closest network provider. For additional information please contact ***Patient Travel at (701) 723-5381.***

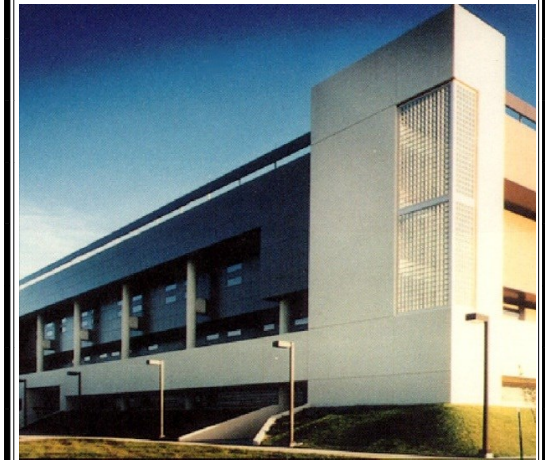
Tricare Support/Claims:

If you receive a bill for authorized care or have any other questions regarding your TRICARE benefits, exception is enrollments - call UHC M&V, contact the TRICARE Beneficiary Counsellor at ***(701) 723-5176*** or email ***thomas.melvin@us.af.mil.*** You may also stop by the TRICARE Office; appointments & walk-ins are welcomed!

5 MDG Important Phone Numbers	
Appointments	723-5633
Ambulance Services	723-5627
EFMP	723-5547
Family Advocacy	723-5096
Health & Wellness	723-5399
Mental Health/ADAPT	723-5527
Patient Travel	723-5381
Pharmacy	723-5293
Pharmacy Refills	723-5052
Radiology/X-Rays/MRI	723-5316
Tricare (UHC M&V)	877-988-9378

Network Phone Numbers Area Code 701	
Trinity Hospital Operator	857-5000
Trinity Allergy	857-7387
Trinity Pain Management	857-5150
Trinity Audiology/ENT	857-5986
Trinity Cardiology	857-7388
Trinity General Surgery	857-5764
Trinity GI	857-7389
Trinity Hand Surgery	857-7301
Trinity Neurology	857-5421
Trinity Neurosurgery	857-5877
Trinity OB/GYN	857-5000
Trinity Optometry	857-3937
Trinity Orthopedics	857-5500
Trinity Podiatry	857-3584
Trinity Mental Health	857-5998
Trinity Radiology	857-3220
Trinity Sleep Lab	857-2348
Trinity Urology	857-7396

REFERRAL MANAGEMENT CENTER INFORMATION



Hours of Operation
Monday-Friday
0730-1130 and 1330-1530

United Health Care
UHCmilitarywest.com
Phone:
(877) 988-9378

Referral Management
(701) 723-5194

EMERGENCY ROOM & ACUTE CARE

Emergency Room (ER):

-Patients with emergency medical needs: ***Loss of Life, Limb, or Eyesight*** seek care at the nearest Emergency Room.

No referral required.

ER CAN NOT PLACE REFERRALS

-Contact your PCM for referral if ER makes follow-up appointments for you.

Urgent Care Referrals: Pre-Authorization is required for any urgent care received downtown. Referrals will be submitted to UHC after your appointment. You will see the authorization within 7-10 business days.

-If your letter has a different facility than you used call UHC to update the correct facility.

Out-of-Area Urgent Care Referrals: To get an Out-Of-Area urgent care referral, the patient needs to provide facility information before a referral can be placed. Try to find a TRICARE Network provider. To have a referral placed provide facility name, address, phone and fax number.

Other Insurance (OHI): All other insurances other than TRICARE Prime, will not receive an authorization from UHC. Please follow the rules of other insurances.

A REFERRAL IS NOT AN AUTHORIZATION

1. Get Referral:

Placed by PCM team.

-Referrals are automatically activated.

2. Confirm Authorizations:

available online (3-5 business days) or letter (7-10 business days)

3. Track Your Authorization:

It is the **PATIENTS RESPONSIBILITY** to make sure your referral was approved and to verify the number of visits and end date.

4. Make Appointment:

Once approved you can make an appointment.

I Want To Use A Different Provider:

Go to www.uhcmilitarywest.com

Search ***“find a provider”*** to see approved providers. Make an Appointment. **Call UHC with new provider to ensure payment.**

5. Update RMC:

Call RMC at (701) 723-5194 with first appointment date and time.

6. Hand Carry Referral:

You must hand carry your authorization and your military ID to your first appointment or you risk the chance of being SENT HOME!

—URGENT SPECIALTY REFERRALS—

Appointments are made by the PCM Team, they will contact the RMC. You will have to confirm your authorizations, by going online or receiving a letter in the mail, by your second visit.

ACCESSING REFERRALS ONLINE

1. Go to ***www.uhcmilitarywest.com***
2. Click on proceed anyways. **THIS IS NOT A VIRUS!**
3. Click on ***Beneficiary.***
4. Click on ***Register Now*** (if not registered. Do not register with a DS login.)
5. Click ***“My Referrals and Prior Authorizations.”***
6. Print out authorization to specialty. This **MUST** be brought to the appointment with you.
7. Call **(701)723-5194** with first appointment date and time.

For information or questions regarding your referral, please call :

United Healthcare at (877) 988-9378

Or visit

UHCmilitarywest.com